

Servelec – Staying COVID Secure

Version 1.1

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1. Introduction

On 24 September 2020 the government updated its advice and guidance around COVID-19 and the workplace, and how to maintain a COVID secure environment.

The purpose of the new guidance is to provide a practical framework to enable businesses to continue or restart operations during the pandemic. It is important to the government, and to Servelec, that we continue to work safely and can provide the necessary support to ensure our employees' continued health and wellbeing during this time. This guidance will be reviewed and updated as further updates are released by the government. This guidance relates to all employees, however, is currently limited to The Straddle office only, as all other offices have been closed with 100% of employees working from home. The remaining locations can only be accessed in exceptional circumstances via the building access procedure with appropriate safety measures in place. This guidance also aligns with guidance from all UK governments within the United Kingdom. In time other offices may be assessed in a similar way.

2. What we are doing

We have followed the government's advice and have completed the five steps to safer working together. We have taken all reasonable steps to help people work from home. We anticipate that most of our employees will continue to work from home, wherever possible, until Spring 2021.

However, there may be occasions where we will need to go into the office either on a regular (for work that cannot be completed at home) or on an ad hoc basis. With the view of extended remote working there may be a need to access the office to support this.

2.1 Step 1 - We have carried out a COVID-19 risk assessment and shared the results with the people who work here

We have completed a COVID-19 Risk Assessment and have asked for participation and consultation from those job roles that are currently likely to be affected. There is a copy of the available on the Quality, Risk and Compliance pages of the intranet and on our website. This will continue to be reviewed and updated as further updates are released and / or we anticipate more regular use of our offices.

2.2 Step 2 - We have cleaning, handwashing and hygiene procedures in line with guidance

- All door handles and push plates have been replaced with ionic barrier push plates or grab handles.
- We have closed all floors except floor 1 to ensure that enhanced cleaning can be completed in this area.
- Sanitising gel are available upon entry to the building and throughout floor 1.
- Hand sanitising soap is available for use in the kitchen area to support handwashing facilities available elsewhere
- Guidance on hygiene procedures has been published at handwashing points.
- Hand Sanitising stations are available in addition to hand washing facilities.

2.3 Step 3 - We have taken all reasonable steps to help people work from home

We have the capacity to remotely work for most of our activities and everyone has been enabled technologically to achieve this. We are holding all our meetings virtually and have no plans to increase the use of the office facilities in the immediate future.

We have taken a view as a company that all employees should work from home except those identified as employees in roles critical for business and operational continuity; safe facility management, or regulatory requirements and which cannot be performed remotely. This is a very limited number of employees and only when required.

We have produced several guidance documents that are available these include an enhanced remote working policy; which outlines Information Security, Data Protection, DSE, Health, safety and wellbeing guidance and advice.

We have trained [Mental Health First Aiders](#) who are there to talk to, formally or informally over MS Teams. All employees also have access to [Health Assured](#), which has a 24/7 counselling service.

We have reporting functionality set up to allow us to monitor our employees' health and wellbeing during this time and for us support those in higher risk categories.

If you have any concerns about working from home, please discuss these with your line manager or raise to QRC@servelec.co.uk

2.4 Step 4 - We have taken all reasonable steps to maintain a 2m distance in the workplace

- A one-way system has been implemented on floor 1 of The Straddle with arrows clearly marked on the floor.
- There have been designated desks outlined on floor one – considering the 2m/6ft social distancing requirements this outlined on the floor plan in Annex B and will be displayed on entry to Floor 1.
- Building access procedures have been drawn up that require authorisation to ensure that we can limit the number of employees onsite and that arrival/exit can be staggered accordingly.

- Currently, only the main entrance can be used for entering and exiting the building, as we have limited numbers onsite and this supports the social distancing guidance, where the rear exit would not. All other doors should be treated as **emergency exits only**.
- Due to the size of the elevators, only one person should use them at any one time, posters are in place to advise of this.
- Please ensure that there is only one person in the kitchen area at any one time, please check before entering
- Where practically possible please try to use handwashing facilities independently.
- We have implemented a desk booking system for those requiring it in exceptional circumstances.

2.5 Step 5 - Where people cannot be 2m apart, we have done everything practical to manage transmission risk

As per the risk assessment and the steps outlined above, we do not anticipate that there will be many occasions where we cannot follow the social distancing guidelines. However, we have put in place further measures to manage transmission risk as outlined below: -

- Alcohol wipes for the sanitising of IT equipment, deliveries etc...
- A PPE station and disposal bin has been placed in the reception foyer containing disposable face coverings, gloves and wipes, stock levels will be monitored by the Facilities Team.
- Any tasks requiring prolonged contact within the 2m guidelines (e.g. visits to customer/supplier sites etc) will be risk assessed and additional measures put in place, if action is deemed necessary.

3. What you should do

3.1 How you can help to manage the risk:

- Ensure that you socially distance (2m/6ft guidance) from other members of employees, wherever possible.
- You can wear a face covering that you have obtained, made yourself (as per the Government guidelines, see Appendix A) or collected from the PPE station in reception, when using the above areas and social distancing cannot be achieved.
- Maintain high standards of personal hygiene, including frequent hand washing and avoiding touching your face.
- You should only work at the designated desks that have been allocated for your use, Please refer to the office layout plan, provided by the Facilities Manager in Annex A and displayed in the building for the desk number you have been provided.
- Before using a desk and after using, please use the wipes provided to compliment the cleaning regime.
- Use of anti-bacterial hand sanitiser when hand-washing facilities are not available.
- If you need to access the building the COVID-19 [Building access guidance](#) is still in place. If you are planning to go to the building, please ensure that you have followed the notification guidance and have your employees pass, otherwise access may be denied.
- Please ensure that the reporting mechanisms that are in place are utilised – These include Cascade for sickness reporting, MS Forms set up for Test and Trace (if not absent from work), accident/near miss reporting, NHS app QR code scanning if visiting the office(s) . Having accurate information assists with our future planning.

3.2 Face Coverings

Please ensure that you keep up to date with the .gov guidance as to when face coverings are mandatory. If one is required in the operation of your duties this will be advised following the completion of a risk assessment.

4. Further questions

If you have any questions regarding the practical guidance in this document, please contact Danielle Ellis, Head of Quality, Risk and Compliance or Adam Jackson, Facilities Manager.

If you are feeling overwhelmed during this time, remember, we have trained [Mental Health First Aiders](#) who are there to talk to, formally or informally over MS Teams.

All employees also have access to our employee assistance programme details of which can be found on the people team section of the intranet.

Appendix A – Floor 1 Plan

